

## **Service User Guide**

**Provider of supported living services and residential care**

**Helme Hall Ltd**

**Helme Hall**

**Helme Lane**

**Holmfirth**

**West Yorkshire**

**HD9 5RL**



**01484 850165**

[joanne.metcalfe@helimhall.com](mailto:joanne.metcalfe@helimhall.com)

Helme Hall Ltd is owned by Patrick Hennessy

**The Nominated Responsible Person**

## Organisational Structure

Patrick Hennessy – Managing Director	Diane - COO
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Home Manager
Clinical Lead



Support Worker
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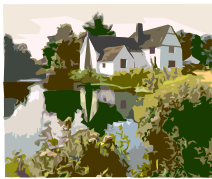




Helme Hall Ltd has done really well looking after people who need support and



we continue to do this. We would like to do this by assessing you and developing recovery and enablement plans for you, allowing you to have new experiences and learn new skills. Our services support people who have specific needs, and our trained and experienced staff will help you to become more independent.



Helme Hall Ltd help's people to live your life your way. Some people will move on to live on your own and other people will be able to move on to a less supported environment, we work to help people to do what you do.

## Fees



Helme Hall Ltd completes an pre admission assessment to ensure that each person who is supported has the right level of support, to help them in your recovery and enablement programme. We also want people to live in a nice place and to do this we need to charge



Local Authorities the correct fee for the right amount of support required. The fee will also help to ensure that staff members will always receive the correct training and





development . By doing all this all people who are supported are happy and there always will be enough staff to help them and this will be reflected in your funding allocation or from your direct payments.

## Human Resources



Helme Hall Ltd want all staff to be happy in your jobs and we have people who

can listen  to staff and help them with any problems. We also want the staff to have the correct training when you start work.. We want staff who work in the homes to have

good references and we ensure that we check staff information  to ensure that the people we employ to look after the people supported by Helme Hall Ltd are safe.

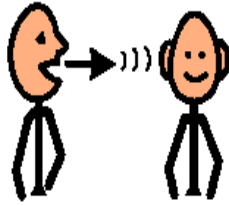
Helme Hall Ltd ensure that people live in nice places and the homes and services are looked after properly. We will make sure that people work together and share good ideas between services.



When people work together you make the job easier to do.



Helme Hall Ltd work hard to ensure that people working in your home do not become unhappy at work. We like to make the job easier for people by encouraging new ideas. If people can spend more time with you, supporting you to have fun and working towards your recovery and enablement rather than doing paperwork it would be great for all of us.



## Communication

Helme Hall Ltd thinks that it is important that you can talk to staff about things that affect

you in your day to day life, it's good to make a plan and to write



things down

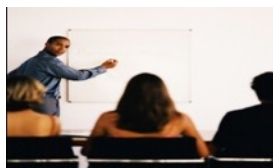
so you do not forget.



Buy a diary and start planning your future.



It is also good to keep in touch with people by using the telephone



As well as having meetings so that people know what is going to happen. We ensure that you are heard at meetings (my voice, my choice). These meetings will be well planned and interesting. You will be involved in the planning and structure of any meetings.

## Relationship Building



Helme Hall Ltd wants you to talk more about what you want. From these suggestions we will be able to see where we all can make continuous improvements at Helme Hall Ltd.



Helme Hall Ltd want everyone to be involved in meetings, if you live in our accommodation and are supported by Helme Hall Ltd you can have your views heard in an

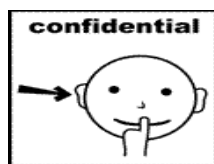


open forum. We like to think we good at listening and allowing you to speak up



this helps everyone to understand your needs, wishes and choices. (Two ears, one mouth = we listen twice as much as we speak).

Sometimes things may not be great and you may like to speak to staff in private and keep the




information confidential


## Personalisation Agenda

There are new ways of how the government want us to support people who have a learning disability


Setting up new services




Giving people more choice and control – some people will be given money  to pay

for your care . You can also live in your own homes. Helme Hall Ltd want this to happen for as many people who would like to do it. This means joint working with a number

of agencies  .

The personalisation agenda looks at what the person wants  and we would like to help people to find out what you would like to do.

Managers from the local authorities are not sure  how this is going to work for people with a learning disability or a mental health need so we think it would be good for HELME HALL LTD to work with them and find out

***HELME HALL LTD*** +  = 

HELME HALL LTD wants everyone to be support one another to ensure that you can live

independently  , get a job,  make friendships  with others and have a

good healthy



and



exciting life with goals, aspirations and plans



to look forward to achieving.

## Staffing

The staffing structure will consist of a Home Manager who will be supported by a Clinical Lead Nurse. Support Workers will work alongside you to ensure that recovery and enablement programmes are set up and monitored. Staff employed at Helme Hall Ltd will be given a full and comprehensive induction pack. This is a structured induction plan. Staff will be encouraged to build upon your existing skills and to attend further training. Specific training includes NVQ, compulsory mandatory training. Additional bespoke training will be accessed to meet the needs and requirements of yous we support. Staffing levels will guided by yous we support, generally these will be one to one or one to three staff ratios, which specific one to one time each day. All staffing requirements will be individually tailored around person centred planning and individual needs.





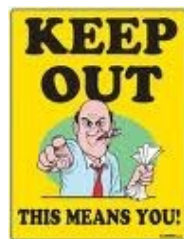
## **The Regional Office**

The offices are located at Units 14-15, Saddleworth Business Centre, Huddersfield Road, Delph, OL3 5DF



## **Privacy and Dignity**

At Helme Hall Ltd we ensure that promoting privacy and dignity is at the heart of our service delivery. We ensure all staff are aware of maintaining your privacy and dignity as part of your induction and initial training. We will also discuss scenarios during staff meetings, supervision meetings and one to one coaching sessions to ensure that each staff member has gained the underpinning skills and knowledge in this area.



## **Range of needs**

Helme Hall Ltd provides support for people in a Nursing or Residential care setting  
We offer support to people with:-

A primary diagnosis of a learning disability

People with sensory impairments

People with Autism

People who may present behaviours that challenge

People with Aspergers Syndrome

People with complex and enduring mental health needs

People with long term health conditions

## Assessment

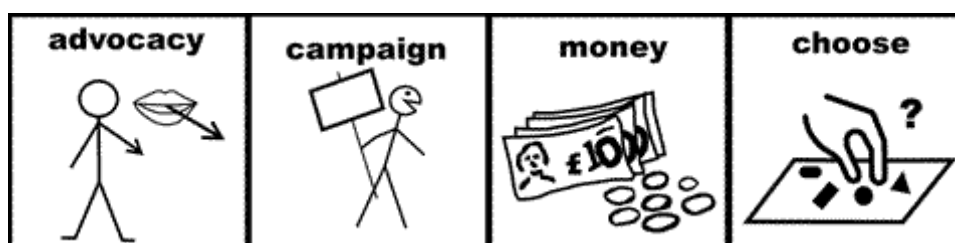


Helme Hall Ltd has a comprehensive assessment tool that will be used for any new referrals. We will only provide support to you after a full and comprehensive assessment has been undertaken. We will provide support for you if you have complex needs and the support package will be based around the your individual needs and we will be focussed upon assessment, recovery and enablement.

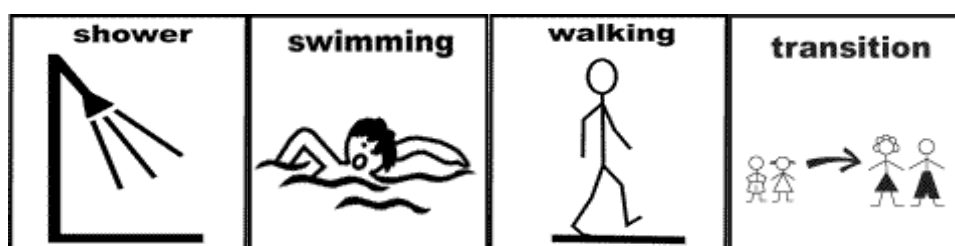
We may be asked to provide support to you in an emergency and if this was the case we would ensure that a full assessment would be completed within two days. All assessments will be based on how we can support you to be as independent as possible. Assessments will be undertaken by qualified staff to ensure the support required and transitional plan is appropriate to meet your needs.

Helme Hall Ltd will ensure that you are addressed by the name that you prefer at all times.

## Enhancing Life skills



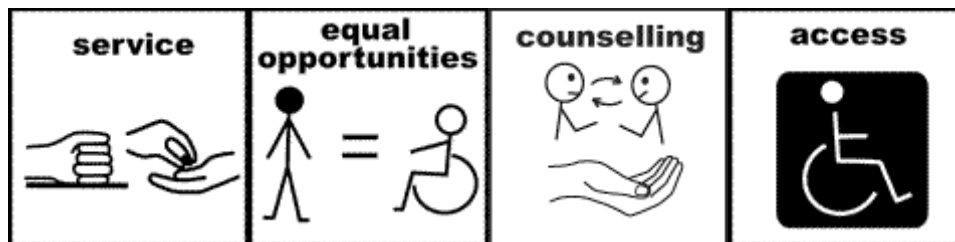
Helme Hall Ltd will ensure that you are fully involved in your support plan. The aims and objectives of this specialised service focus upon assessment, recovery and enablement to achieve your full potential and promote your independence. All aspects of your life will be considered to ensure a holistic approach is taken in meeting your needs. Promoting your dignity, rights and needs is a top priority. Helme Hall Ltd aim to support you to enhance your skills in every part of your daily life (self care, budgeting, organisational skills, shopping, domestic skills, gardening, work, college). Our philosophy at Helme Hall Ltd is to increase independence and decrease dependency this will be achieved by setting you achievable goals and monitoring the outcomes for you.



Everyone is different and therefore you need to have a tailored package in place which is centred around your support needs and recovery and enablement programme. Helme Hall Ltd will take into account all aspects biological psychological and social interventions when developing a support plan with you. Gentle teaching techniques will also be used by staff to engage you and encourage you to progress. Enablement, autonomy and empowerment will also be factors to enhancing your life skills and life choices. You will be supported to

manage your own risks in a safe and supportive environment. Helme Hall Ltd encourage everyone to keep your support plans live and change details as you occur with each new opportunity that arises. You will be supported to carry out your own reviews with support from your Key Nurse and Key Worker.

Joint evaluations of support plans will be undertaken with the Key Nurse and Key Worker and you, any areas of concerns will be discussed in an open and transparent way to ensure your health, well being and safety is maintained.

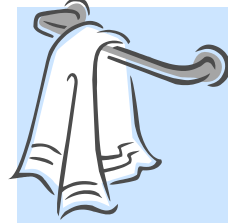
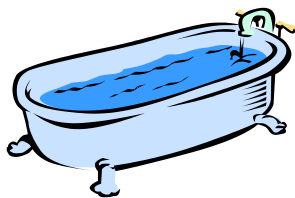
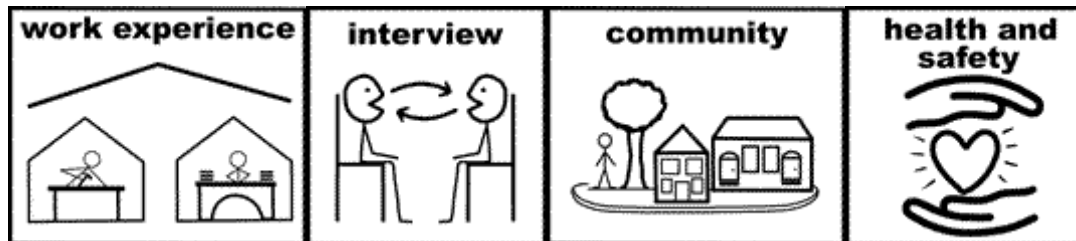


“If you make a round hole everyone has to be round to fit through it” – This is the reason that support packages need to be specialised, at Helme Hall Ltd we focus on you – not the business.

Helme Hall Ltd is a highly specialised service that provides individualised assessments and the development of recovery and enablement plans is at the centre of everything that we do. We are fully committed to assisting you to create new and varied opportunities. The quality of the service delivered will be regularly reviewed to ensure value for money for everyone we support.

Support Workers will work with you to develop interests, skills and development lists to support you to achieve your potential. You will be supported and encouraged to have an active and fulfilling life. Many of the attributes of a Support Worker incorporate researching in the local community for resources, amenities, activities, groups, liaisons with the job

centre and college, organising holidays and ensuring that you are supported by Helme Hall Ltd to have maximum choice, control and opportunities made available to you to be able to develop and progress.

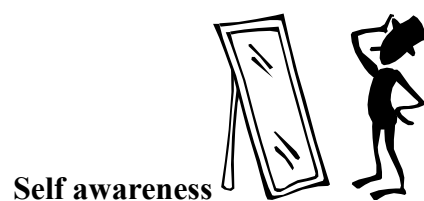


Support Workers will support you with personal care needs this could include washing, bathing and toileting. You will be prompted, supported, advised and encouraged to be as independent as possible.

Support plans will be regularly monitored and audited. There will be reassessment of need on an regular basis.

### **Ten core life skills**

**Staff at Helme Hall Ltd will work with you to develop your life skills, these are as follows:-**



**Self awareness**



**Empathy**



**Critical thinking**



**Creative thinking**



**Decision making**



**Problem Solving**



**Interpersonal relationships**



**Effective Communication**



**Coping with Stress**



**Coping with emotions**

## **Enhancing Life Skills**

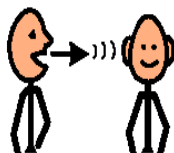
### **How Helme Hall Ltd will enhance life skills**

Once the initial assessment has taken place, a support package will be designed to enable you to be as independent as possible by developing a recovery and enablement plan in a supportive environment. Support Workers will provide 1:1 or 1:3 support to enable you to work with your recovery and enablement planse.

**There are many considerations to be taken into account when supporting you.**



**Sensory perceptions may be disordered** – Hearing may be hyper-acute (you can hear everything that is happening and cannot channel your hearing or filter sounds). Sense of smell may be highly sensitive and lights may be too bright or be uncomfortable for you.



**Language** – This may be repetitive, you may not understand what you have been asked. Thinking may be concrete and interpretation poor. It may be difficult for you when being supported to understand words or describe feelings. This can lead to anger, frustration and withdrawal for you. Support Workers must be able to recognise your signs of frustration and monitor triggers, cues and body language. Repetition helps you to learn, augmentative communication will also be used to assist you with visual orientation. Visual schedules will be used to help you move through the day, this will assist you to remember what comes next to ensure there is a smooth transition between time and expectations.



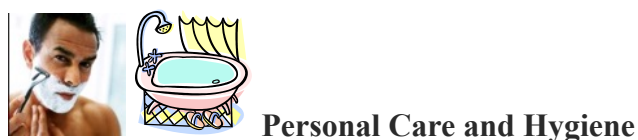
**Social Interactions** – The Support Worker will assist and guide you to focus on what you can achieve rather than what you can't. You will be supported to feel empowered and valued for your contributions. You may have poor eye contact or be withdrawn and this will have an effect of how often you engage and interact with other people around you.



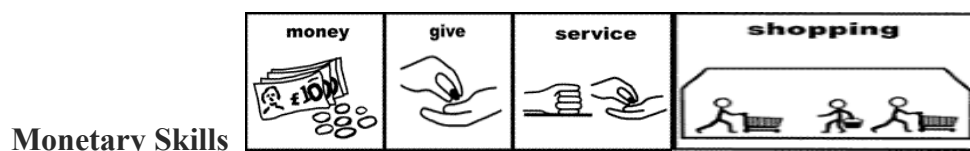
**Behaviours** - All behaviours are a form of communication employing good communication techniques will reduce and limit behaviours. Persistent behaviours may present an underlying health problem that needs to be addressed. Staff will be trained in de-escalation techniques.



The Support Worker will support you to complete your laundry. This will include washing, drying and ironing your clothes. The focus will be to support you to develop skills which will enhance independence and self esteem. The tasks will be broken down into small steps to ensure that you being supported complete the task at your own pace.



Support Workers will work alongside you to develop your self care needs and requirements. You will be supported to understand the importance of maintaining a good level of personal hygiene. We aim to increase the your confidence and self esteem, assist you to choose your own clothes and take pride in your appearance. This work will also assist in building the your confidence and self worth. The Support Worker will work together with you ensuring enough time is allocated, so you are not rushed to complete tasks.



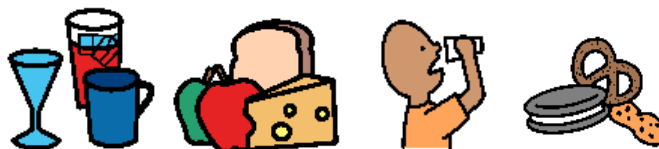
## Monetary Skills

Learning budgeting skills and understanding what money should be allocated to what bill or activity is very important to ensure you feel independent. Support Workers will assist you to develop budgeting skills by using a number of methods. Coin and note recognition, repetition and re-evaluating what has been purchased and the change that has been given.



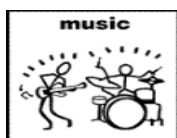
When Support Workers work with you to recognise the value of the money then the process of shopping or spending becomes more meaningful to you.

### **Cooking and Baking**



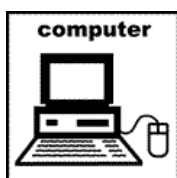
The Support Worker will work with you to teach you about cleaning, cooking, health and safety and being safe in the kitchen. We aim to increase your confidence in the kitchen by providing support for you to prepare food and snacks. The aim of these sessions will be to support you to become more confident at using recipes, purchasing appropriate ingredients using scales, whilst being healthy and safe. With a structured timetable and support from the Support Worker, our aim is that you will become more active in the kitchen and be able understand the importance of health and safety, the use of ovens; the different temperatures whilst gaining confidence and a sense of achievement in preparing meals for yourselves or for others

### **Arts and Crafts & Music**



You will be supported by the Support Workers to participate in art, crafts and music therapy. Art can have positive therapeutic effects on you by developing your self expression.

### **Reading / Writing / Computer Skills**



Whatever the your capabilities at Helme Hall Ltd we will ensure that everyone is supported to access College or is assisted with reading or writing if that is your choice. We will also support an you to use the computer by accessing appropriate courses within the community.

## Health and Fitness



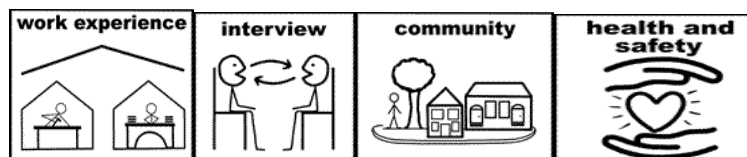
Helme Hall Ltd Support Workers will support you to maintain a lifestyle that is healthy and safe. You will be advised on how to become fit and healthy. All aspects of living a healthy life style will be discussed to ensure that you can make informed choices about ways in which to live your life.

## Goals / Dreams / Aspirations



Everyone has goals, dreams and aspirations in life and it is the job of the Support Worker to ensure that these are as far as possible turned into reality everyone supported at Helme Hall Ltd.

## Employment



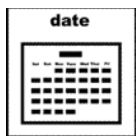
It is important for staff at Helme Hall Ltd to assist you into considering employment opportunities. Many people work and it is our aim to ensure that you are supported to fulfil your dreams. Support Workers will work with you to facilitate them to take the first step on the employment ladder. For many of you it will be the first step towards promoting autonomy, independence and confidence.

## Goals, Targets and Achievement

Support Workers will be able to supervise and support you on a daily basis to ensure that you are receiving the support and enjoying living in a safe, warm, clean and supportive environment.



The one to one support provides you with a mentor to guide and lead you to build upon your daily living skills. When a someone has problems with cognitive functioning, your life skills can deteriorate if these are not practiced on a regular basis.



Generally most tasks will take over thirty minutes; the Support Worker will aim to make support session last for thirty minutes. This time frame may be reduced or increased dependent upon you needs and requirement. This will ensure that the time spent with you is focused, but you are not being overtaxed. Tasks will be broken down into simple and easy steps. You are encouraged to complete small achievable goals. Gentle teaching techniques are to be used to support, guide and encourage compliance with allocated tasks. The sessions will gradually increase in time, this will enable you to develop your concentration and problem solving skills.



Problem solving is effective for reducing anxiety and stress associated with procrastination and the inability to make decisions. It is useful for relieving the feelings of powerlessness or anger associated with problems for which you cannot find alternative solutions.

The intervention comprises of a five stage process. **S**tate your problem, **O**utline your goals, **L**ist your alternatives, **V**iew the consequences and **E**valuate your results.

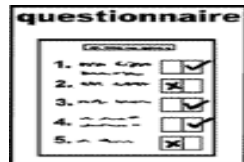
Problem solving techniques can be put into practice the same day that you are learnt, however for the process to become automatic several weeks of guidance will be required.

The Support Worker will also spend time with you researching local resources that can be accessed.

Pictorial exchange communication signs and symbols will be used to enhance and develop communication to assist you to make decisions on life choices.

Helme Hall Ltd believe that everyone being supported are unique, Support Workers will be trained to focus on a 'can do' approach rather than 'why try'. These proactive strategies will promote independence, enablement and achievement as a starting point of supporting you through your recovery and enablement plans.

### **Quality Assurance**



Policies and procedures are in place. There is also a quality assurance system that are used to monitor, evaluate and continually improve our services. There are also comments slips, concerns slips, questionnaires and surveys that will assist Helme hall Ltd to benchmark ongoing internal quality improvements and performance outcomes on service delivery.

### **Religious needs**



At the initial assessment your needs and preferences in relation to religion are discussed. From this initial review the Support Worker will work with you to make arrangements for you to attend local religious meetings for any culture. If you chooses to attend a church,

mosque or any other place of worship you will be supported to do this. Individual arrangements can be made if an individual cannot attend for them to be seen in your own home.

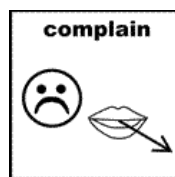


## **Visitors**

Helme Hall Ltd are happy for visitors to call at the home at anytime, although it might be a good idea to arrange the visit so we can ensure that you is at home.

## **Emergency procedures**

These are put in place for all staff and everyone we support



## **Complaints and concerns**

Your opinion matters to us. Please contact Joanne Metcalfe with any concern or complain. Any complaints will be responded to within 28 days. The complains / concern procedure is available at each home and in the main office



Contact numbers are as follows;

Helme Hall Ltd Office – 01457 810341

Care Quality Commission – 03000616161

Lead Inspector – Karen Summers

Independent complaints advocacy service – 01226 432182

Signed:.....

Date: .....

Joanne Metcalfe

Signed:.....

Date:.....

Diane Jones